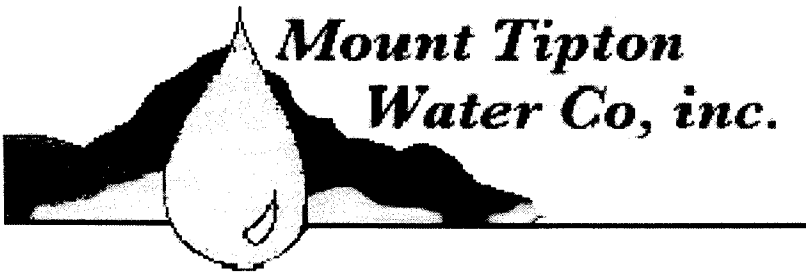




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15996 Ironwood Drive,
P.O. Box 38
Dolan Springs, AZ 86441
928-767-3713 Fax: 928-767-3053

December 10th, 2014

Compliance Department
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007

ORIGINAL

Re: Docket W-02105A-13-0415 Decision 74755

The Company is filing this Customer High Use Inquiry Resolution Tariff as one of the 5 BMPs ordered as a compliance item in this docket, along with a cost projection and description of any anticipated benefits.

We routinely contact customers whose usage is higher than normal and provide them with suggestions about typical causes of leaks and how to check their meters. We regularly re-read high use meters and inform the customers if there is water going through. In some cases, a field employee will do a flow test and/ or an inspection.

The only anticipated benefit is charging the meter re-read fee if the customer insists on an inspection.

Please let me know if you have any questions.

Respectfully,

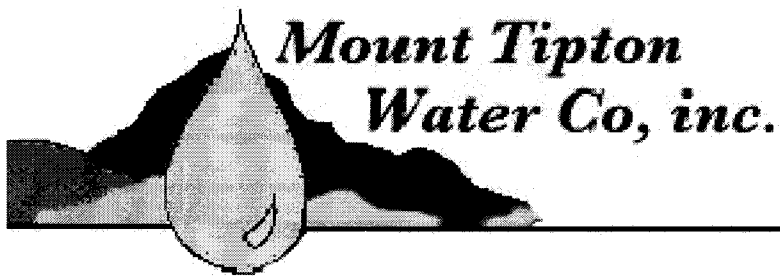
Michelle Sharp
(formerly Michelle Monzillo)
Business Administrator
Mt. Tipton Water Co.

Arizona Corporation Commission
DOCKETED

DEC 15 2014

DOCKETED BY	
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DOCKET CONTROL



15996 Ironwood Drive
P.O. Box 38
Dolan Springs, AZ 86441

Projected Yearly Cost of High Water Use Inquiry Resolution BMP

Customer High Water Use Inquiry Resolution Tariff – BMP 3.6

Inspection & Follow Up

Labor cost \$300.

Recordkeeping

Labor cost \$50.

Projected Yearly Total= \$350.

Company: MT TIPTON WATER CO., INC.

Decision No.: 74755

Phone: 928-767-3713

Effective Date: 12/10/2014

Customer High Water Use Inquiry Resolution Tariff – BMP 3.6

PURPOSE

A program for the Company to assist its customers with their high water-use inquiries and complaints (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.6: Customer High Water Use Inquiry Resolution).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall handle high water use inquiries as calls are received.
2. Calls shall be taken by a customer service representative who has been trained on typical causes of high water consumption as well as leak detection procedures that customers can perform themselves.
3. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to the customer's residence to conduct a leak detection inspection and provide the customer with water conservation measures. The leak detection inspection may consist of a meter read check for flow verification. If the on-site inspection is requested by the customer, the Commission approved meter re-read tariff fee shall apply.
4. The Company shall follow up in some way on every customer inquiry or complaint and keep a record of inquiries and follow-up activities.